NORTEL NETWORKS

Norstar Voice Mail Quick Reference Card - Remote Users

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Initializing your mailbox

You must initialize your mailbox to receive and store messages.

1. Dial the CallPilot extension, then enter your mailbox number. If you do not know the CallPilot extension, ask your System Coordinator.
2. Enter 0 0 0 0 (the temporary password) and press #.
3. Enter a new password from four to eight digits long that does not start with zero, and press #.
4. Reenter your new password and press #.
5. At the tone, record your name in the Company Directory.
6. Press # to end the recording.
7. Press # to accept the recording.
8. Press ☎ to end the session.

Now you are ready to record your personal mailbox greetings and use the CallPilot features described in this card.

Note: If you do not record a personal greeting, your Company Directory name plays to callers.

For detailed information about using the Norstar Voice Mail, interface, refer to the *CallPilot Reference Guide*.

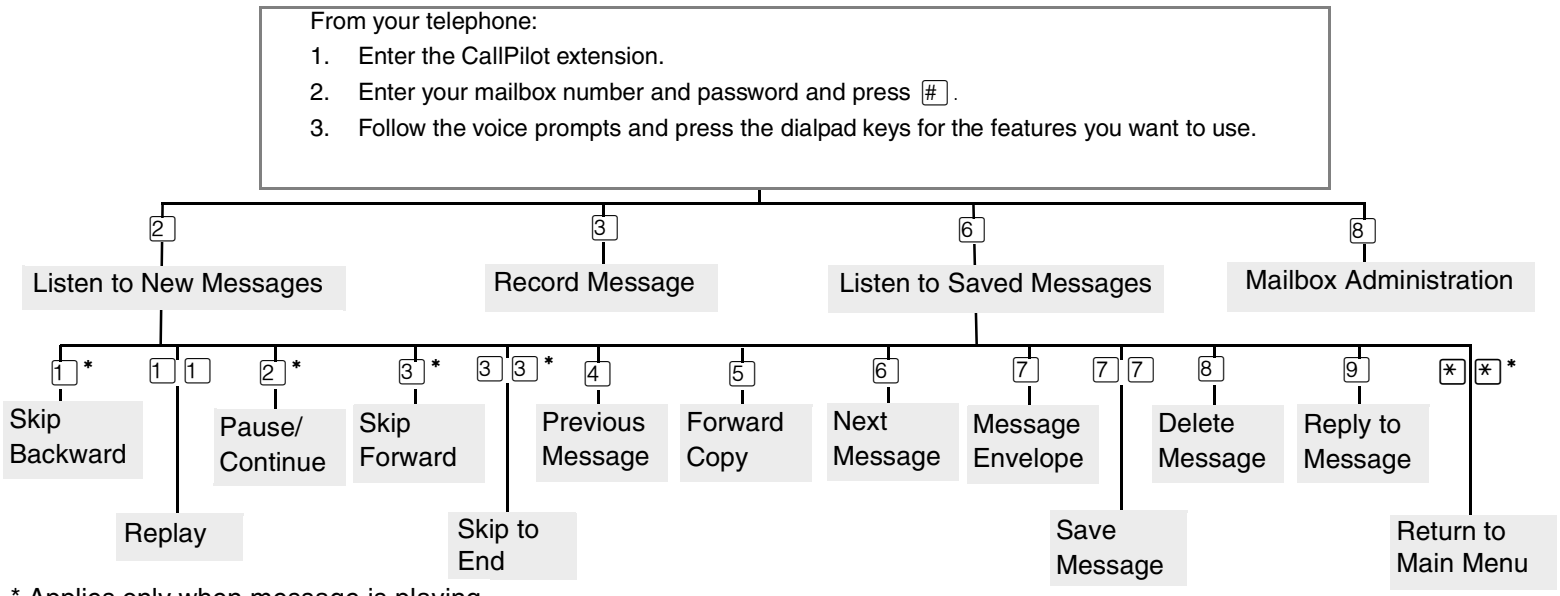
Accessing your mailbox

From your telephone:

1. Enter the CallPilot extension.
2. Enter your mailbox number and password and press #.
3. Follow the voice prompts and press the dialpad keys for the features you want to use.

- 2 Listen to New Messages
- 3 Record Message
- 6 Listen to Saved Messages
- 8 Mailbox Administration
  - 1 Company Directory
  - 2 Greetings and Call Forward Options
    - 1 Record Greetings
      - 1 Primary
      - 2 Alternate
      - 3 Personalized
    - 2 Choose Greeting
      - 1 Primary
      - 2 Alternate
    - 3 Call Forward
  - 4 Change Password
  - 5 Target Attendant
  - 6 Off-Premise Message Notification
  - 8 Outbound Transfer Options
  - * Return to Main Menu

Playing messages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2 Listen to New Messages
3 Record Message
6 Listen to Saved Messages
8 Mailbox Administration
1 * Skip Backward
1 1 Replay
2 * Pause/ Continue
3 * Skip Forward
3 3 * Skip to End
4 Previous Message
5 Forward Copy
6 Next Message
7 Message Envelope
7 7 Save Message
8 Delete Message
9 Reply to Message
* * * Return to Main Menu

* Applies only when message is playing.

To retrieve a deleted message

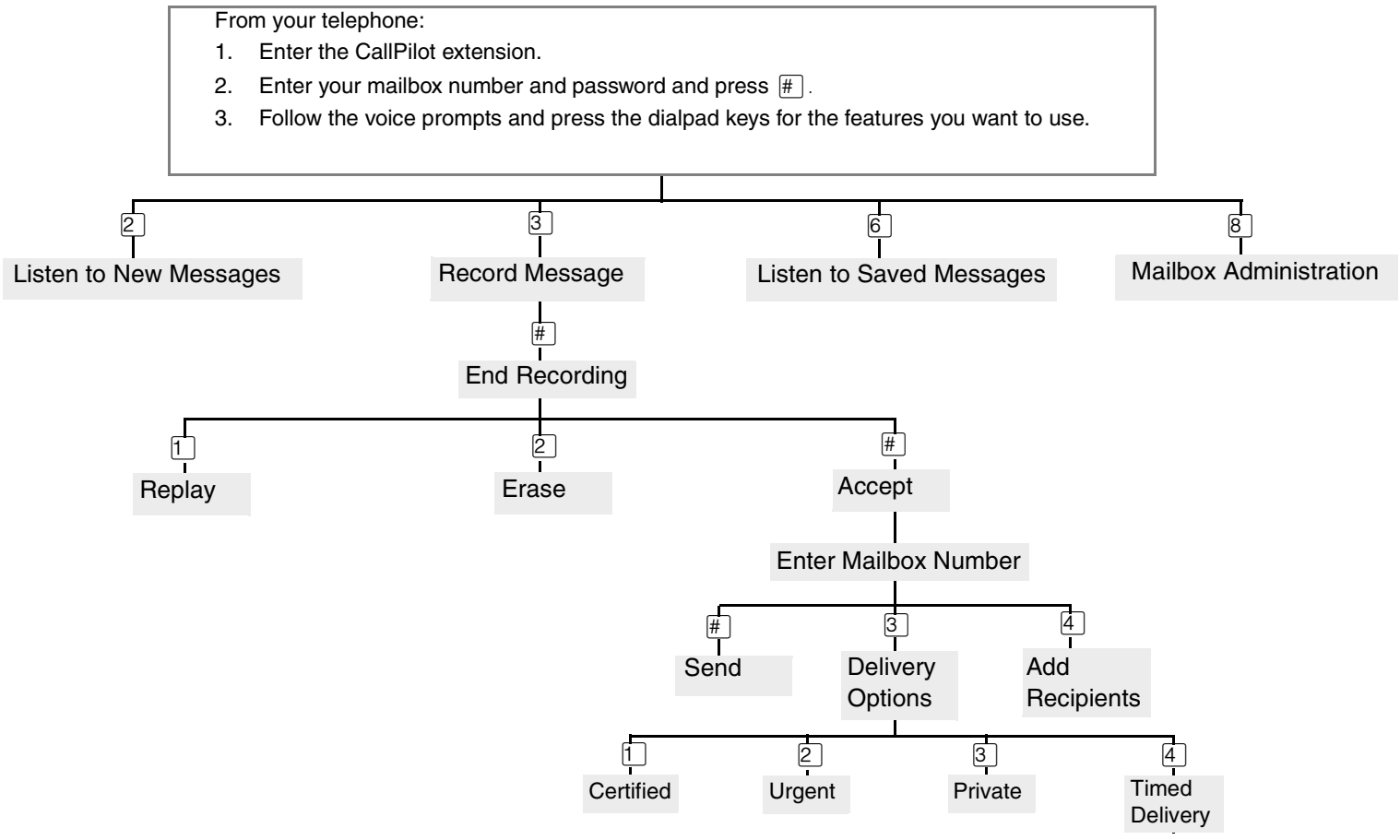
You can retrieve a deleted message if you are still in a CallPilot session. A deleted message remains in your mailbox until you end your current CallPilot session.

Press 2 to listen to your deleted messages. When you play your deleted message, you have the option to save it. If you end the session without saving the deleted message, it is permanently deleted from your mailbox.

To forward your calls

1. From your telephone press ✆ 4.
2. Enter the extension you want to forward your calls to, or the CallPilot extension if you want to forward your calls to your mailbox. (Press ✆ 9 8 5 to display the CallPilot extension.)
3. The display shows your calls are forwarded.
4. To cancel forwarding, press ✆ # 4.

Sending messages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2 Listen to New Messages
3 Record Message
6 Listen to Saved Messages
8 Mailbox Administration
End Recording
1 Replay
2 Erase
Accept
Enter Mailbox Number
Send
3 Delivery Options
4 Add Recipients
1 Certified
2 Urgent
3 Private
4 Timed Delivery